

JOB DESCRIPTION

TITLE	NAME
Senior Manager, Examinations Administration and Reporting	Vacant

CLASSIFICATION LEVEL:	DIVISION	DEPARTMENT
EP9	Exam Provider	CPA Professional Examinations

REPORTS TO (POSITION):

PURPOSE:		
The Senior Manager, Examinations Administration and Reporting is responsible for overseeing all aspects of examinations administration and reporting. Working under the direction of the Director, CPA Professional Examinations and as part of the Exam Provider team, this role contributes to the end-to-end lifecycle of high-stakes professional assessments, supporting the operational processes related to examination development, delivery, marking, and results reporting.		
RESPONSIBILITIES and ACTIVITIES:		
Responsibility 1: Examination Development, Delivery and Maintenance	20	%
- Implement and maintain administrative processes related to multiple-choice questions bank management - Ensure quality examinations formatting and compliance with all necessary accessibility requirements - Coordinate logistics surrounding examination printing and shipping - Contribute to the implementation of exam writing technology and processes, including UAT - like: Identify, recommend, and implement operational improve to enhance examination security, efficiency, scalability, and candidate experience.		
Responsibility 2: Examination Marking	25	%
- Manage candidate response reconciliation process - Staff all examinations marking centres with appropriate contract leaders and markers, including leader/marker database management - Coordinate the contract issuance process related to contractors - Ensure marking teams are adequately supported in administrative and technological activities related to marking - Contribute to the implementation of marking-related technology and processes, including UAT - Manage the remarks request process - Identify opportunities for continuous improvement in examinations marking processes		
Responsibility 3: Examination Results Reporting and Feedback	25	%
- Ensure the accuracy, integrity, confidentiality, and timely reporting of examination results and performance data - Oversee data analysis of candidate results/performance - Coordinate with regional representatives on delivery of feedback from practice and live exams to candidates - Develop and oversee quality assurance processes for examination reporting and candidate performance analytics.		
Responsibility 4: Meeting Logistics and Board of Examiners Administration	15	%
- Plan and coordinate meeting logistics for Board of Examiner meetings, in-person marking centre processes, etc. including researching appropriate locations/venues and contract management - Support the implementation of Board of Examiners policies, processes and documentation, including managing appointments, onboarding, technological access, and documentation - Support the implementation of business continuity, document retention, and other related policies, processes and documentation		
Responsibility 5: People Leadership and Collaboration	15	%
- Provide leadership, coaching, and performance management for the examination administration and reporting team - Develop budgets related to administration and reporting and ensure cost effectiveness in operational processes - Work collaboratively with the internal partners to harmonize processes and enable operational support across teams - Foster strong, professional relationships with authors, markers, committee members, and external partners - Manage relationships with external service providers to ensure service levels, contractual obligations, and operational requirements are achieved.		
KNOWLEDGE and EXPERIENCE:		
Education		
- Bachelor's degree in a relevant field - Proficiency in both English and French is considered an asset		
Experience		
- Minimum 5-7 years of progressive related experience (e.g., exam administration management, candidate results and feedback reporting, etc.) - Project management experience for projects with multiple partners/parties and tight/immoveable deadlines - Knowledge of exam content development and marking processes and/or candidate results and feedback reporting is considered an asset - Understanding of technologies used in examinations is considered an asset		
SKILLS and ABILITIES:		
- Ability to manage projects with multiple parties and deadlines - Ability to manage confidential and highly sensitive information - Ability to exercise sound judgment in a high-stakes assessment environment - Strong analytical and data interpretation skills - Ability to influence and collaborate with diverse stakeholder groups - Comfortable working with data, psychometric concepts, and quality assurance processes - Familiarity with modern digital tools, including Microsoft 365 and Artificial Intelligence-enabled productivity tools (e.g., Copilot) - Strong communication, organizational, and problem-solving skills		

WORKING CONDITIONS		
• The CPA Western School of Business is a hybrid organization with employees located primarily in Western Canada. • Occasional travel for team and governance meetings, workshops, or vendor/site visits. • Flexibility to work outside of standard business hours, including evenings and weekends, is required during peak periods		
SIGNATURES: The signatures below indicate that the incumbent and supervisor have read, discussed, and agreed that the information accurately reflects the work assigned.		
INCUMBENT SIGNATURE: I certify that I have read and understood the responsibilities assigned to this position.		
Click here to enter text.		Click here to enter text.
Name	Signature	Date
SUPERVISOR SIGNATURE: I certify that this job description is an accurate reflection of the responsibilities assigned to this position.		
Click here to enter text.		Click here to enter text.
Name	Signature	Date